King County
MOBILITY COALITION

Welcome Everyone



The King County Mobility Coalition Welcomes Everyone

- **KCMC welcomes and values all communities.**
  We respect and honor the identity and experience of all members.

- **We encourage everyone to participate, regardless of ability. We are committed to listening, learning, and improving in this process.**

- **We acknowledge that our work takes place on the land of the Duwamish, Muckleshoot, Snoqualmie and other Coast Salish peoples. We honor with gratitude the land itself and the past, present, and future of these tribes.**

King County
MOBILITY COALITION

King County Mobility Coalition brings together individuals and organizations to improve mobility for all.

We do this by:

- **Sharing Information**
- **Assessing needs**
- **Developing strategies, tools, and projects to improve mobility**
- **Providing recommendations for improvement**
- **Educating decision-makers, community groups, and the general public**

- **www.kcmobility.org**

King County MOBILITY COALITION

Agenda

Time	Topic
9:30-9:40am	Business: welcome new members, approve August Minutes and announcements.
9:40-10:20	Community Compensation Jesseca Brand, WSDOT Staci Sahoo, Hopelink Mobility
10:20-10:30	break
10:30-11:15	King County's Personal Mobility Market Matthew Weidner, King County Metro Sean Bouffiou, King County
11:15-11:25	Roundtable Announcements
11:25 – 11:30	Close

King County MOBILITY COALITION

*Approve August Meeting Minutes by motion

*Welcome New Members

Category	Pending Member/Alternate
ORCA	Hannah Cecena Erin O'Connel

King County
MOBILITY COALITION

- **Co-Chair Election will take place in January**
- **Nominations accepted until December 31st – email emccarthy@hopelink.org**
- **Digital ballot will be emailed in early January**
- **New Co-Chair will start 3 year term at the February 16th meeting**
- **Monthly check-ins to help shape meeting agendas, provide project support, develop new action plan. Attend quarterly meetings.**



Project Celebration!

1. Inclusive Planning Toolkit Revision

2. Rural Advocacy Workshop Series

3. Volunteer Driver Program BORPSAT – December 4th, Hopelink Bellevue, 10:00am-1:00pm LUNCH!

Register Here

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Community Compensation

Jesseca Brand, WSDOT

Compensating Community:

How to Develop Agency-wide Policies and Procedures that Remove Barriers and Promote Inclusive Engagement

Jesseca Brand, WSDOT Community Engagement Program Manager

November 2026

Nice to meet you!



Jesseca Brand, WSDOT Community Engagement Program Manager, MPDD

A little about me…

- Live in Seattle with my family – husband, two kids, and a great dog.
- Worked for over 20 years in the community engagement sector.
- Worked both non-profit, politics and government sector, most recently for the City of Seattle.
- Love making things – could be a loaf of bread, homemade jam, or a fence. If I come away with something tangible, I am a happy gal.

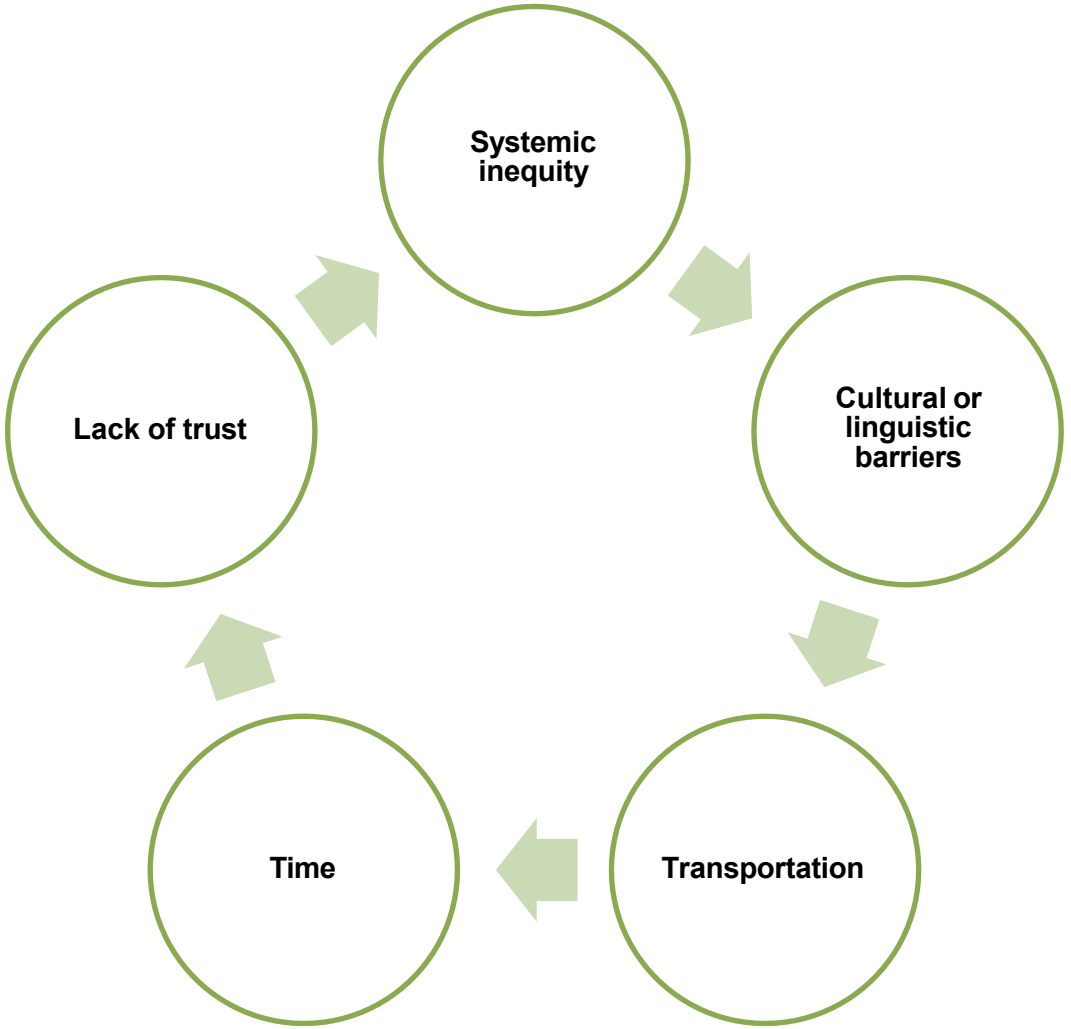
Let’s Connect!



Name, Org, Location

Something that is sparking for you today – something you are excited about doing, learning or otherwise making happen!

Some Barriers to Participation



Why Compensate Community?

- Removes and/or mitigates barriers to participation
- Pathway for meaningful, INCLUSIVE community engagement
- Foster relationships rooted in trust
- Address historical harm
- **Respect**
- WSDOT's proven track record



Legal Basis

Since December 1, 2022, RCW 43.03.270 has provided the legal framework for Washington State agencies
to implement internal Community Compensation policies.

The law itself is to remove barriers to participation.

Developing this process requires change management inside institutions.



Evolution of the WSDOT Experience



Policy development:

- Internal Buy-In
- External Collaboration

Pitfall:

- Answering vague language questions
- Implementing before we had all the answers



Record Requirements

1. Attestation form

2. Demographic form

Pitfalls:

- What you ask for
- Where/how you keep the information

Evolution of the WSDOT Experience



Internal Accounting Controls

- Buy-In
- More Policy deliberation
- Limitations

External Accounting Controls

- Documentation
- What it looks like when policy shifts slowly…

Change Management

Created internal Tools:

- Share Point
- Best Practice Manual
- Introductory Video



New Hurdles:

- Adoption across the agency
- Bespoke supports

Hiring a Consultant to Manage Community Compensation

- Centralization - standard of practice across the agency
- Real person vs. automated app
- Pricing

Pitfalls:

- Additional onboarding
- Culture Clashes

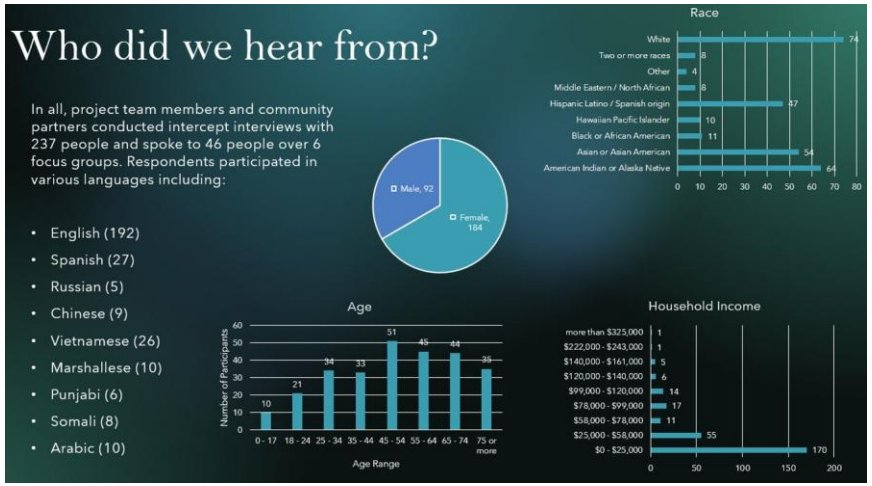


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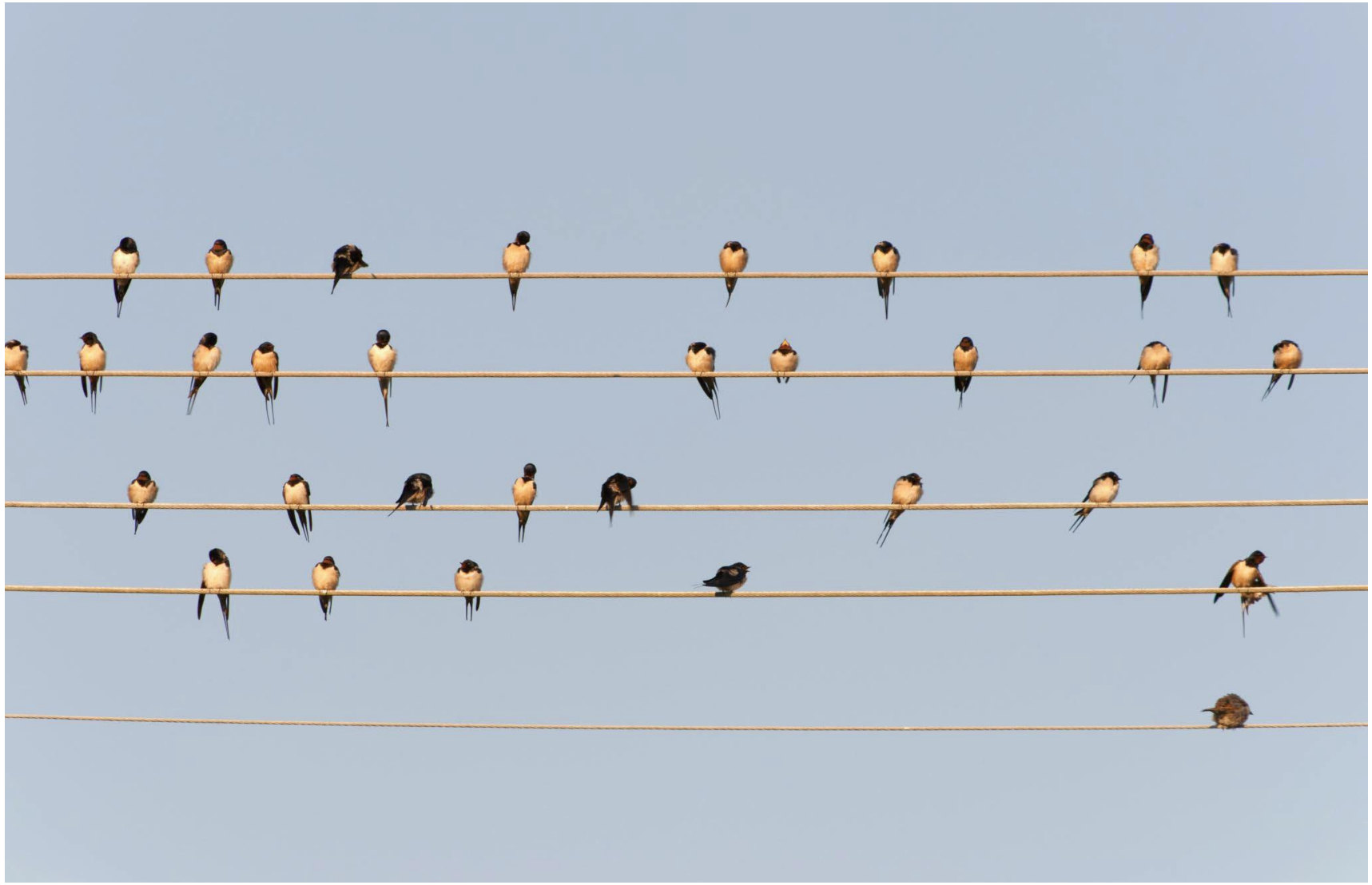
Success Stories

Throughout our agency –

- **Project Specific**
  - Management of Mobility
  - Olympic
  - Eastern
- **Plan Specific**
  - Highway System Plan
  - Statewide Multimodal Plan
  - Public Transportation Plan
- **Relationship Building**
  - Active Transportation Advisory Council
  - Sandy Williams Connecting Communities

Shifting energy – each week a new group, project and opportunity!

Let's Discuss



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KCMC's Community Compensation Pilot

Staci Sahoo, Hopelink

Background

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- **Successfully implemented community compensation during our 2018-2019 inclusive planning grant.**
- **Identified as part of KCMC's inclusive planning work in the 2023-2026 Action Plan.**
- **In late 2025, received a small planning grant from the Washington State Department of Transportation (WSDOT) to pilot compensation.**
  - **Due to federal requirements, cannot use federal funding for this type of expense.**

Work to Date

King County MOBILITY COALITION

- **Created internal Community Compensation policy and standard operating procedure (SOP)**
  - **Determined $57/hour**
  - **Created a standard form**
- **Several use cases:**
  - **KCMC's Access to Health and Wellbeing Storymap Interviewees**
  - **Find a Ride's Advisory Committee – ongoing compensation for advisors**
  - **Find a Ride's Prototype User Testing – one-time**
- **Updated community compensation resources in the latest KCMC Inclusive Planning Toolkit**

Lessons Learned

King County MOBILITY COALITION

- **Everyone eligible deserves compensation**
  - **Cannot do a raffle**
  - **One participant shared feeling guilty for not speaking up enough in meetings**
- **For ongoing compensation:**
  - **Orientation is essential to avoid confusion about eligibility**
  - **Acknowledge fear of going over SSI benefits, etc.**
  - **Limit the timeframe individuals can request compensation (e.g. 60 days)**
- **For one-time transactions:**
  - **Tremendous Gift Cards were more cost-effective than traditional Visa gift cards**
  - **You can plan ahead, but the amount of time still varies**
- **Our inclusive engagement was as big as budget allowed**
  - **Community Compensation doesn’t cost a lot when part of a broader project budget.**

Questions Remain

King County MOBILITY COALITION

- **Who has the final say in eligibility?**
- **What guardrails should be considered for work completed outside meetings?**
- **When is it OK to represent someone else's voice?**

Next Steps

King County MOBILITY COALITION

- **Continue to pilot compensation for Find a Ride Advisory Committee members and the next round of user testing.**
- **Hear feedback from community members receiving compensation.**
- **Draft a grant report to share with WSDOT for statewide impact.**
- **Share findings with federal partners to assess likelihood of using federal funds in the future.**
- **Determine sustainability of this practice for our coalition.**

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"I think there were a few people who stopped because of the gift card but the thing that made the biggest difference in getting people to participate was letting them know **their participation would help others access transportation**."

– Hopelink team member

King County MOBILITY COALITION

Questions?

Staci Sahoo

Director, Mobility Management

Ssahoo@hopelink.org

425-943-6769

King County
MOBILITY COALITION

Welcome!

Matthew Weidner, King County Metro

Sean Bouffiou, King County

Introduction to King County's Personal Mobility Market

Matthew Weidner

Senior Strategic Planner and Systems Analyst

King County Metro (Seattle, WA)

King County
METRO
Moving forward together



Hello I’m…

Matthew Weidner

- 20 years in demand-response (DR) transportation sector
- Analyst, consultant and researcher of DR systems
- Work on development of new DR products, systems and frameworks

"Government is simply the name we give to the things we choose to do together.“
-Barney Frank

"Government is the _____ of last resort.”

- Insurer
- Employer
- Transportation Provider
- Utility Provider
- Developer
- Regulator

Big Question

What role should government play when _____ happens?

Big Question

What role should government play when markets fails?

Market Failure Simplified

Growth & Decline Markets

Definitions

"A market failure is an adverse outcome in a free market system in which the forces of supply and demand fail to ensure the efficient distribution of goods and services." - (Investopedia, 2024)

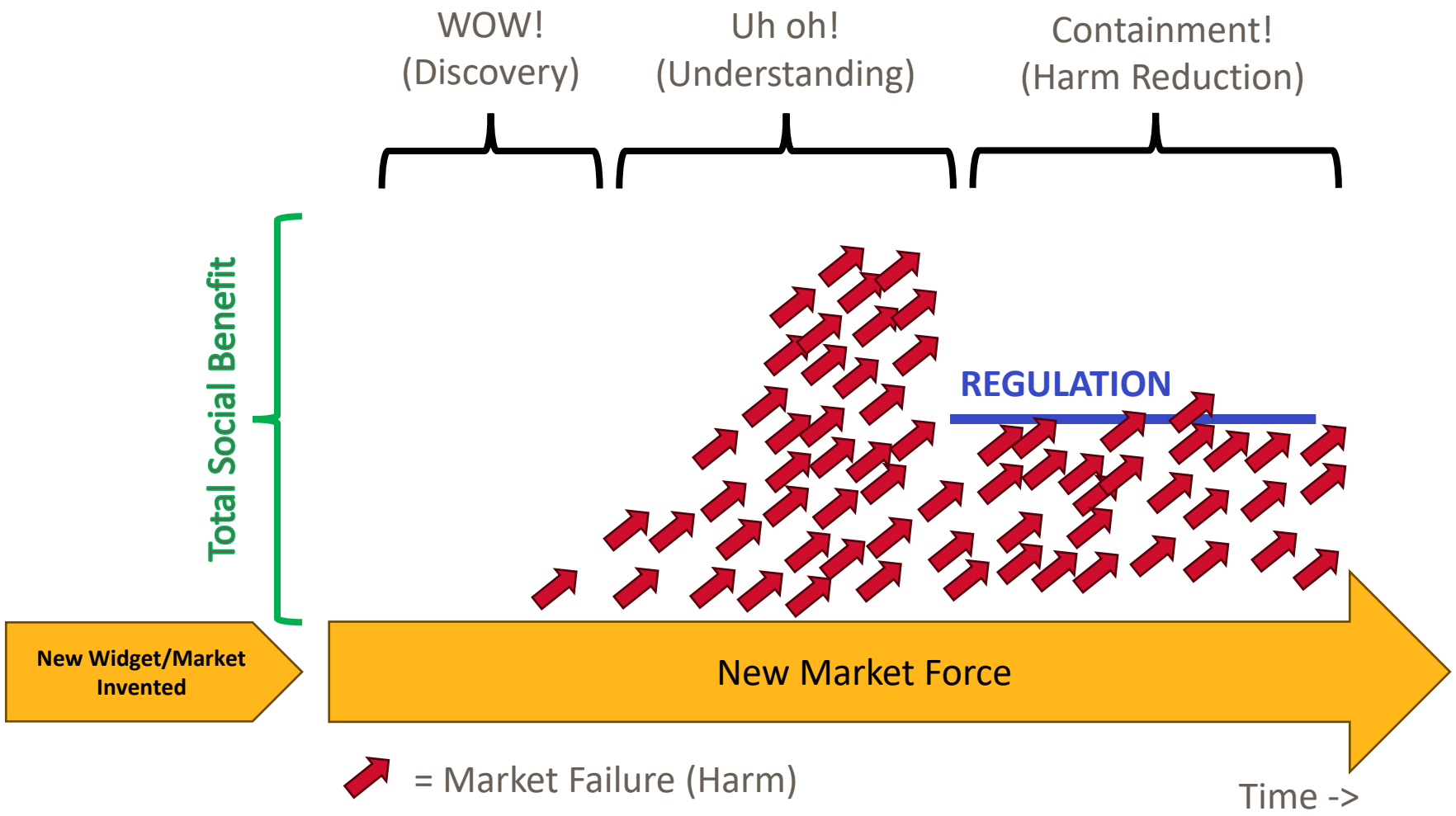
Market Failure Reasons (Not a comprehensive list)

Externalities: Consumption of a good or service benefits or harms a third party.

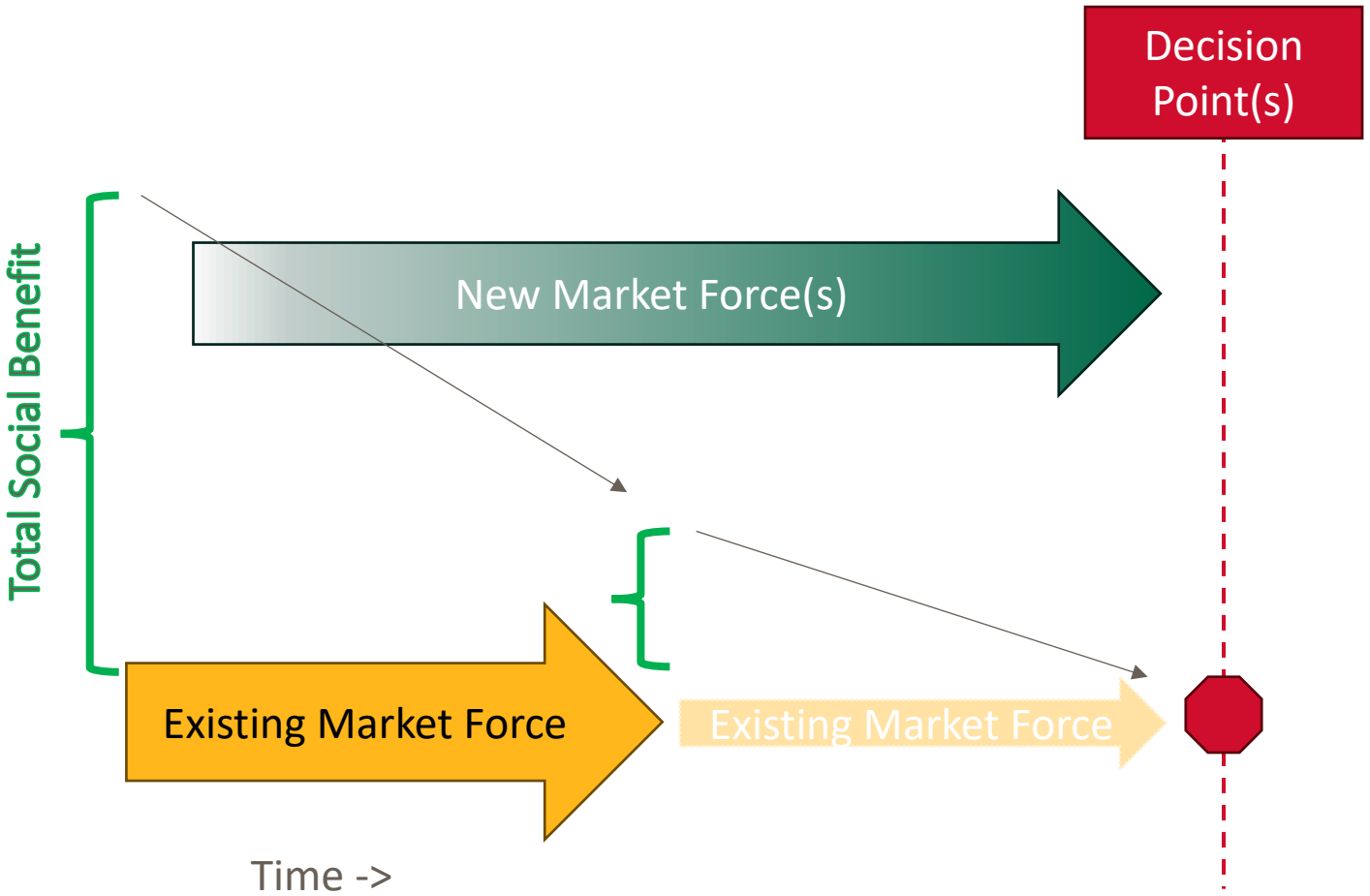
Information failure: When there is insufficient information available to certain participants in the market.

Market control: When one party has too much control over a market

(1) Growth Model of Market Failure



(2) Disruption Model of Market Failure



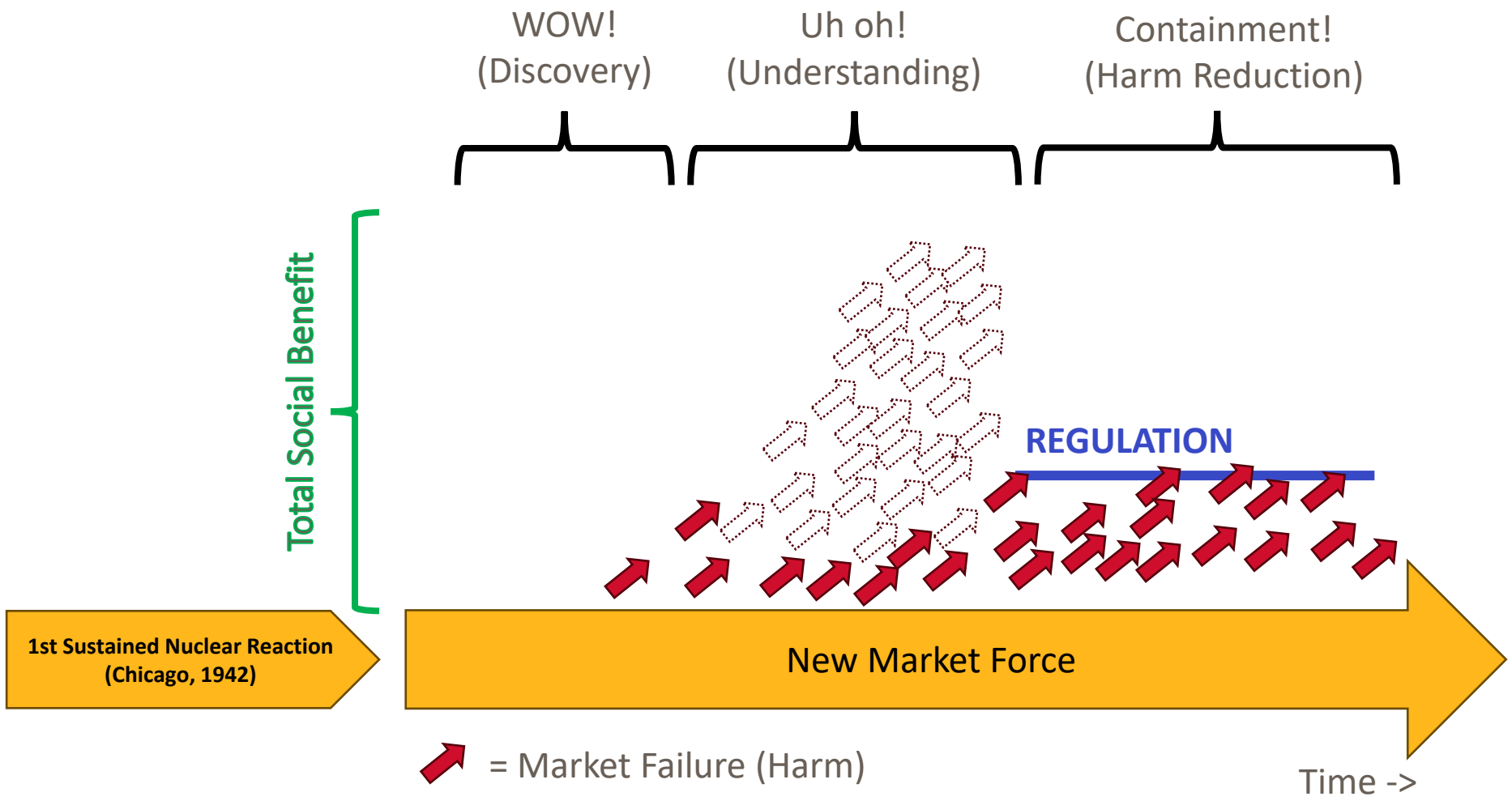
Government may…

- Let old market fail along with the social benefit.
- Impose regulation or incentives to prop up market.
- Take over the market to restore the social benefit.

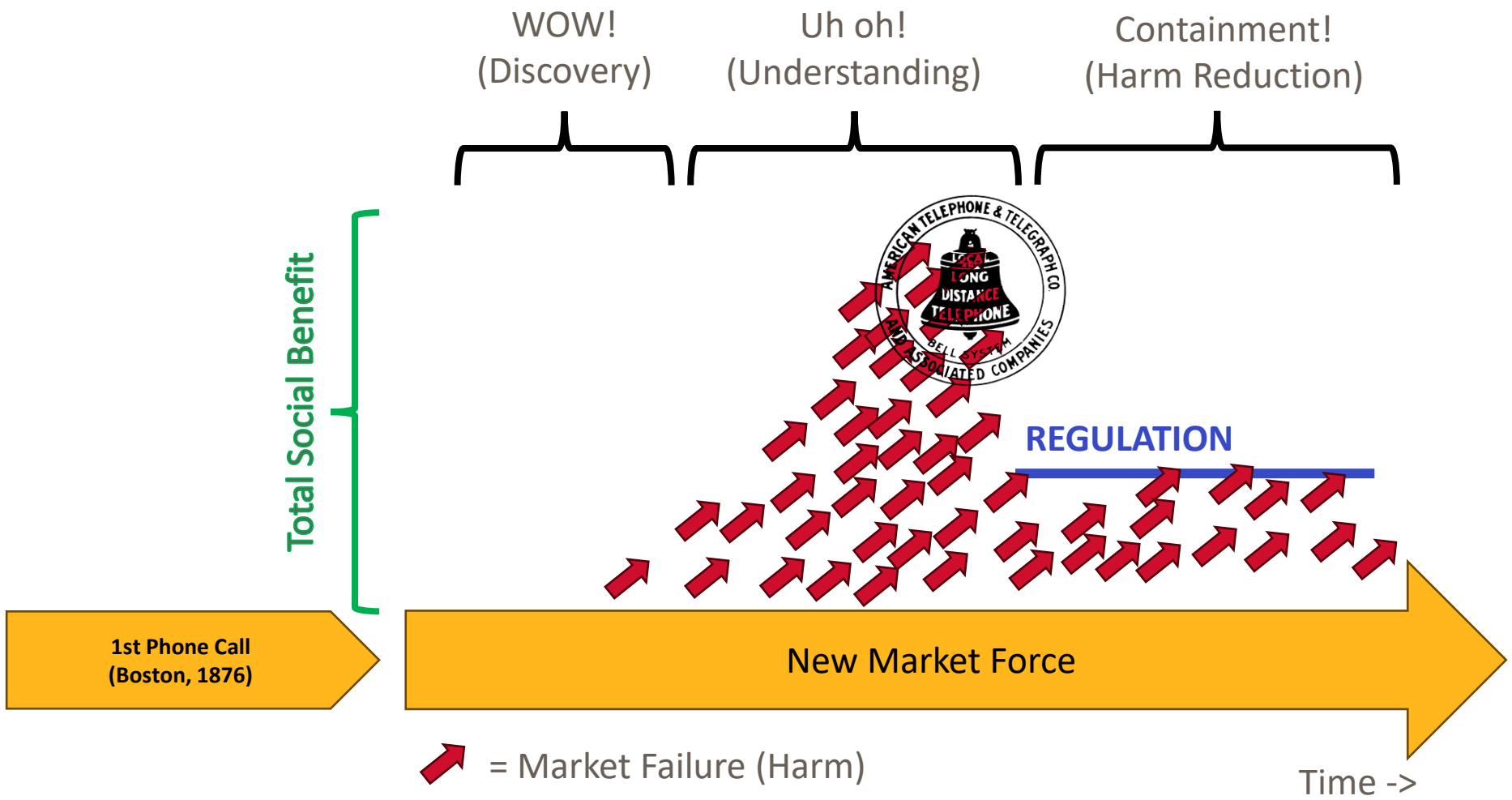
Responses to Market Failure

Historical Examples & Context

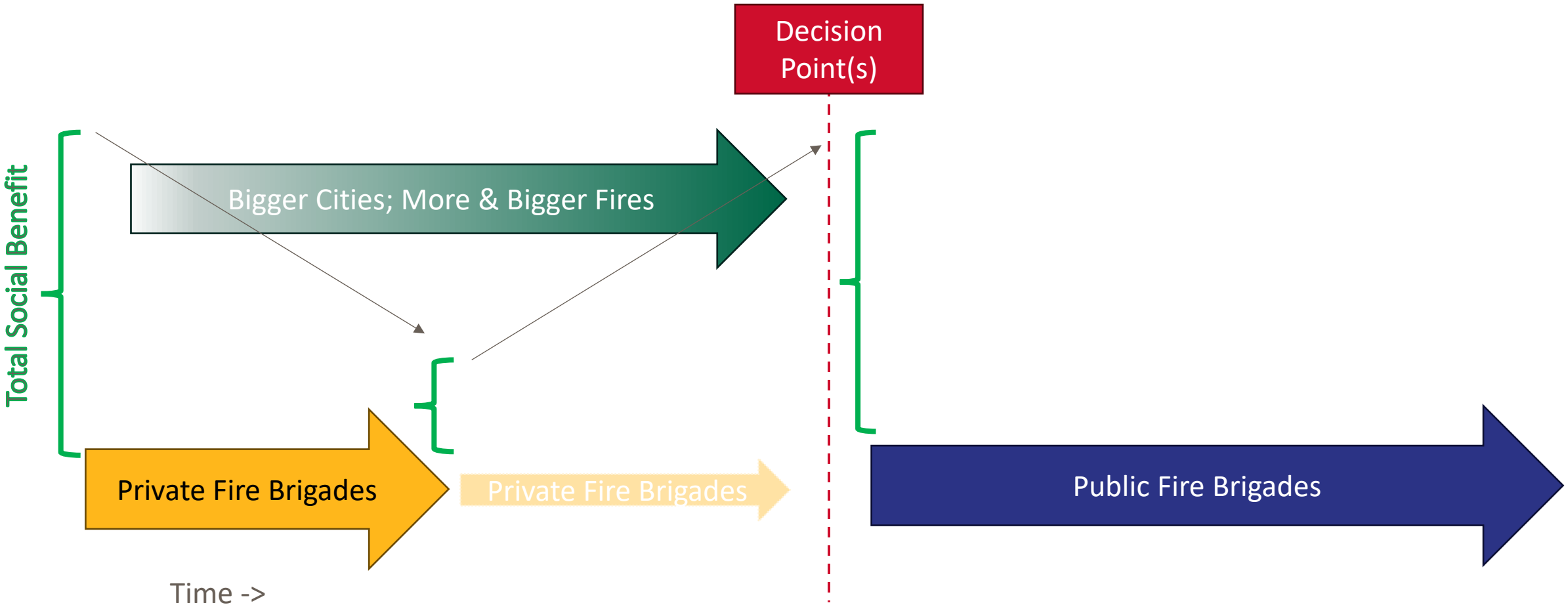
Growth: Nuclear Energy



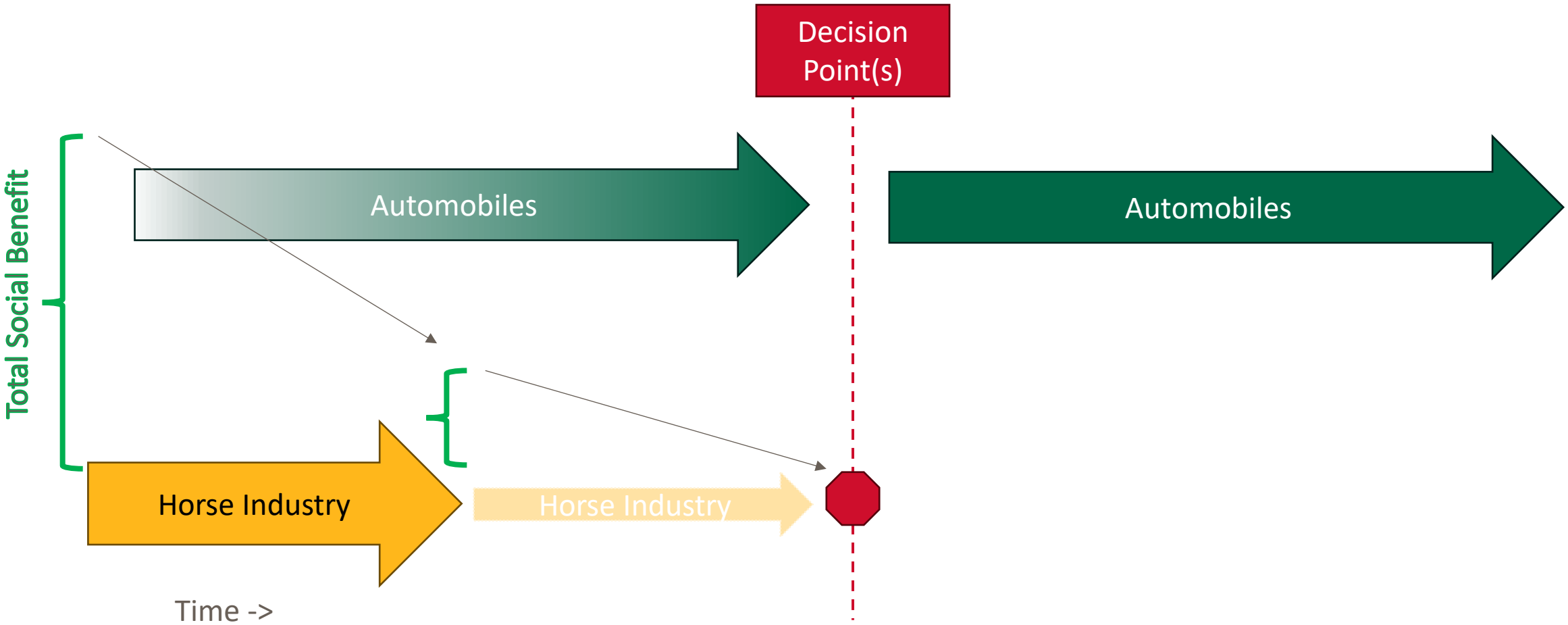
Growth: Telephony in the USA



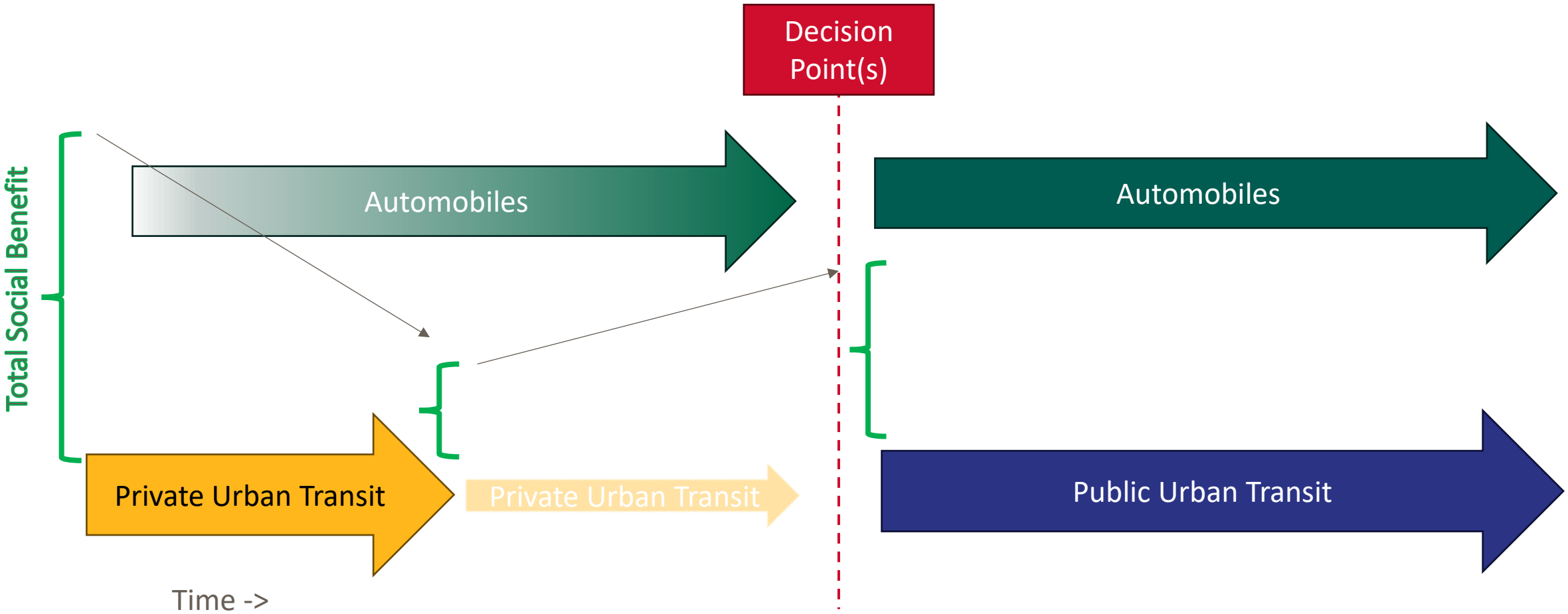
Disruption: Modern Fire Fighting



Disruption: Horse Industry



Disruption: Urban Transit in the USA



Personal Mobility
Market Failures (Simplified)

Personal Mobility Markets

"A market failure is an adverse outcome in a free market system in which the forces of supply and demand fail to ensure the efficient distribution of goods and services." - (Investopedia, 2024)

There is no such thing as a perfect market. Market failures exist everywhere.

What failures currently exist for the following personal mobility modes?

- Bike Shares
- Car Shares
- TNCs
- Autonomous Ride Hailing

Personal Mobility Markets

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What failures currently exist for the following personal mobility modes?

- Bike Shares
- Car Shares
- TNCs
- Autonomous Ride Hailing

Possible Answers

- Imperfect information
- Imperfect distribution
- Lack of universal design
  - **Accessibility**
- Others?

Wheelchair Accessible Personal Mobility Market of King County

Accessible Taxis/TNCs in King County

Question time:

What challenges have you experienced?

Wheelchair Accessible Taxi (WAT) Market

Challenges:

1. **Market Information**
   - **7 different dispatch agencies**
     (Information silos)

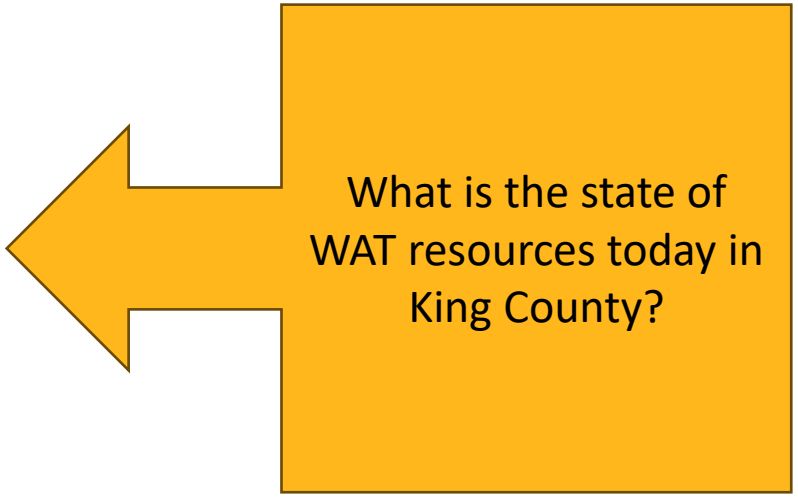
2. **Market Resources**
   - **79 WATs for 2.3 million people**
     (Resource scarcity)

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Market Resources

How many potential customers exist?

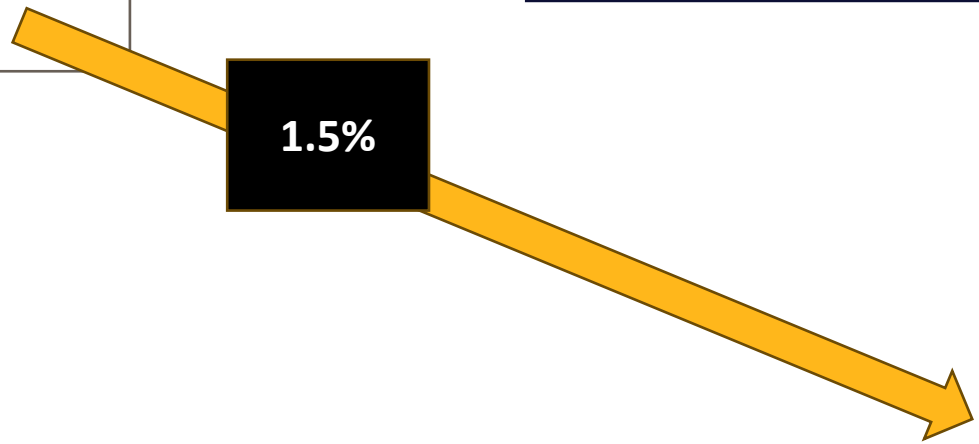
Customers in King County

Estimated population as of July 1, 2025:

- Total Population = 2,344,939
- Population age 18+ = **1,908,780**

*In 2010, the Survey of Income and Program Participation (SIPP), conducted by the U.S. Census Bureau, found that **1.5 percent** of the population aged 15 and older (3.6 million people) used a WSMD (wheelchair or scooter).*

The National Academies Press. https://doi.org/10.17226/24740.



1,880,780 potential ambulatory taxi/TNC customers

-28,000

28,000 potential WC accessible taxi/TNC customers

King County METRO

Sources: US Census Bureau; National Academies of Science

Market Resources

How many potential resources (vehicles) exist?

TNC & Taxi Fleet of King County

As of October 1, 2026

Ambulatory Vehicles

- TNC Permits = 21,806
- Taxi/For Hire Vehicles= 679

Total Potential Ambulatory Fleet = **22,485**

WC Accessible Vehicles

- TNC Permits = 0
- Taxi/For Hire Vehicles= 79

Total Potential WC Accessible Fleet = **79**

King County METRO

Sources: King County Records and Licensing Services

Personal Mobility Market of King County

As of October 1, 2026

Ambulatory Market

1,880,780 AMB customers
/ **22,485** Ambulatory Vehicles

84 customers per vehicle

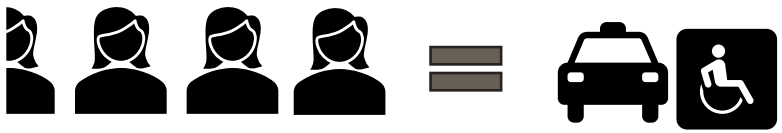


Non-wheelchair users

WC Accessible Market

28,000 WC customers
/ **79** WC Accessible Vehicles

354 customers per vehicle



Wheelchair users

3.5x harder to find WC accessible transportation*

*based upon resources; as compared to ambulatory market

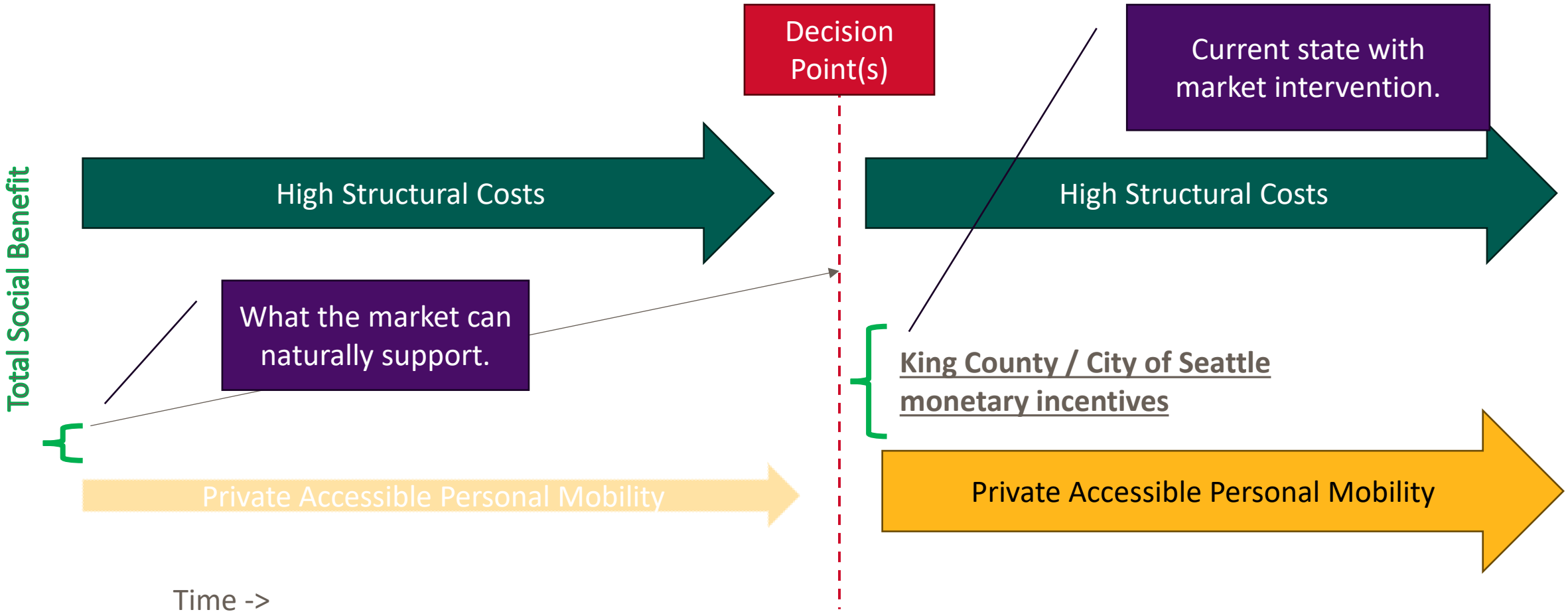
King County METRO

≈ 100 people

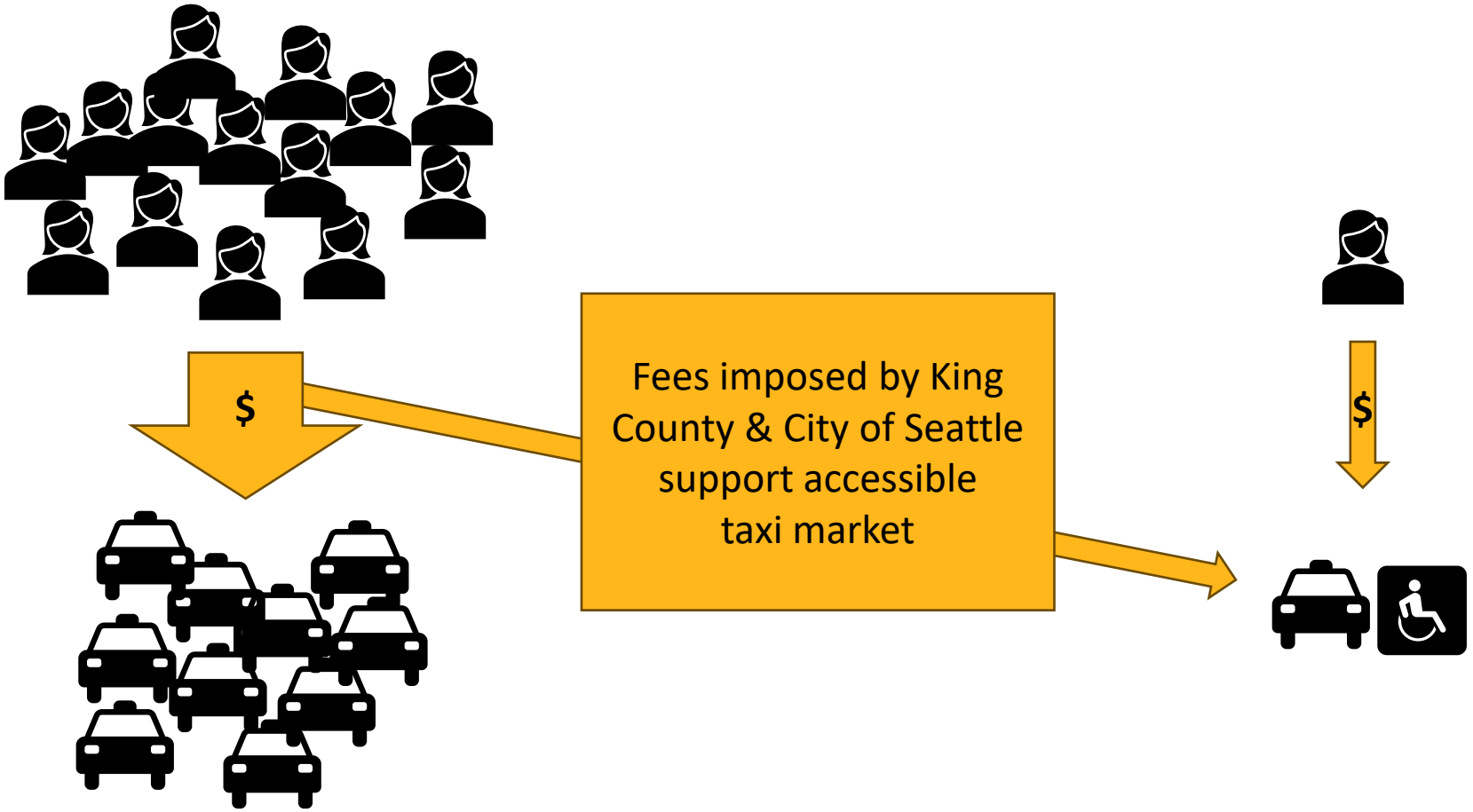
Market Resources

Why?

Disruption: Accessible Personal Mobility



Accessible Personal Mobility – Intervention Structure



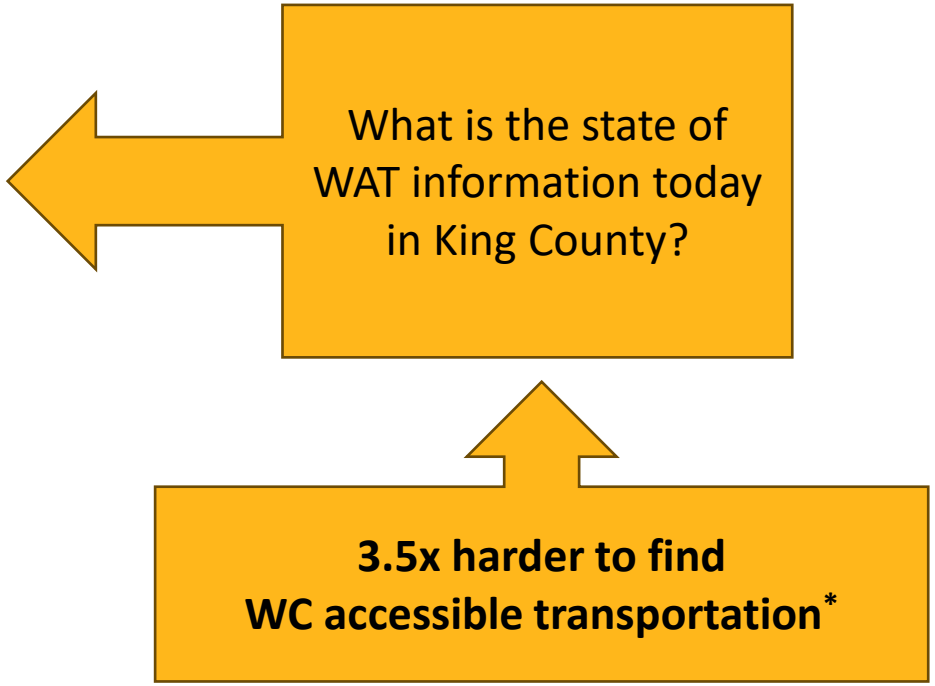
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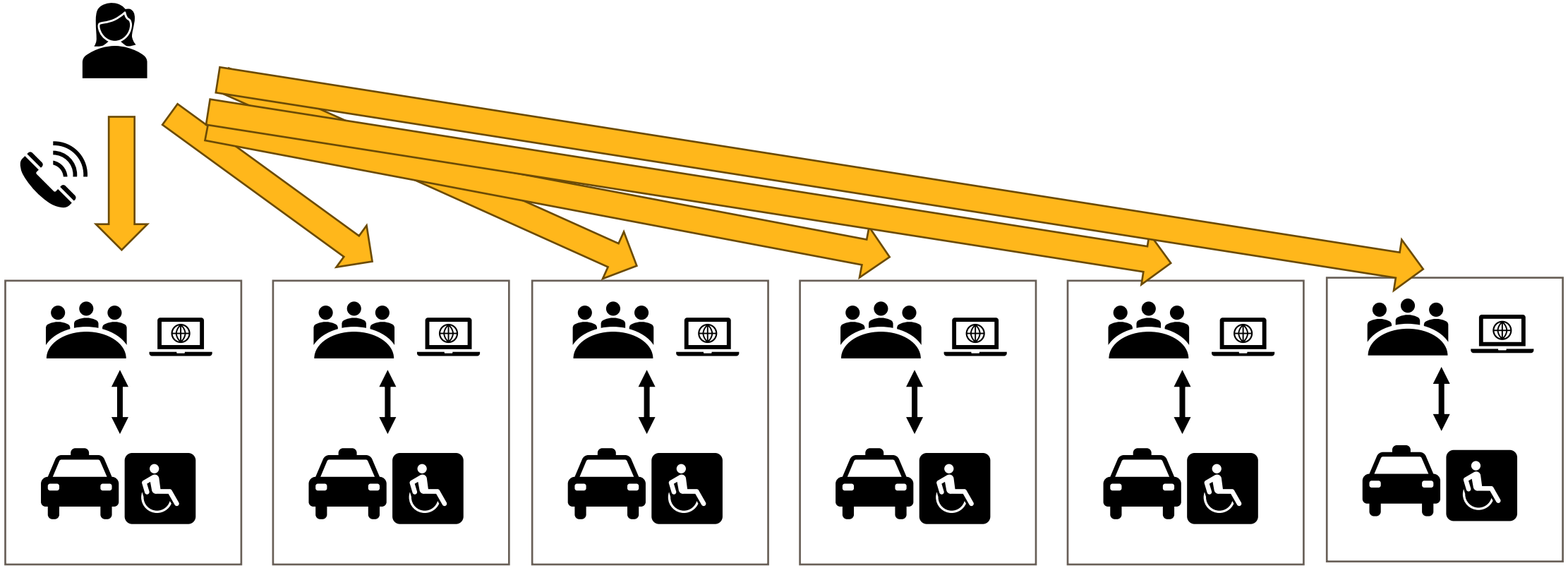
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*based upon resources; as compared to ambulatory market

Market Information

Resource Discovery

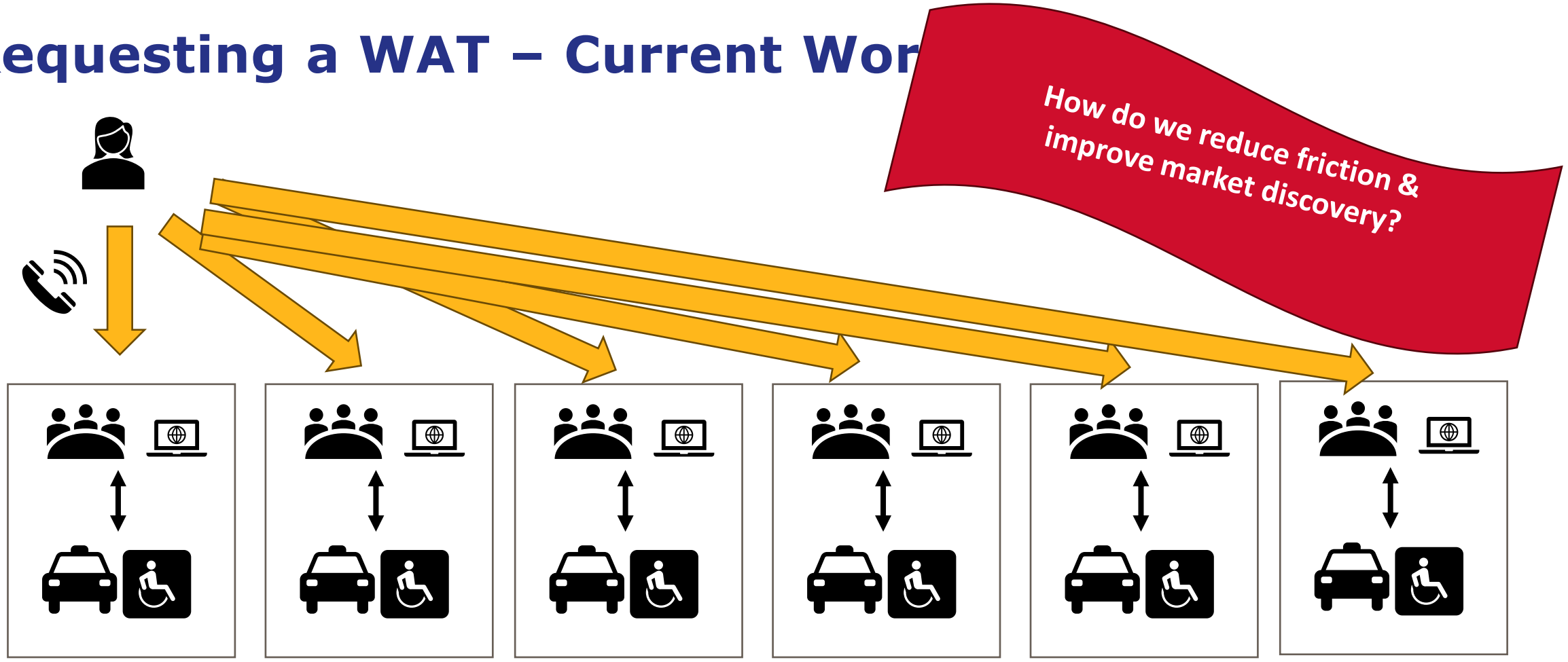
Requesting a WAT – Current Workflow



Seven calls to seven different taxi companies to determine whether a WAT is available.

King County METRO

Requesting a WAT – Current Wor



Seven calls to seven different taxi companies to determine WAT availability.

Thank You!

Matthew Weidner
matthew.weidner@kingcounty.gov
+1 206.477.2845



King County METRO
Moving forward together

V County



Expanding Access Through Coordinated Dispatch

Sean Bouffiou

King County
For-hire and Shared Transportation Program

Why Wheelchair Accessible For-hire Transporation Service Matters



Healthcare Employment

Education Shopping &

Errands

•Community Activities

Because I choose to

- Reliable transportation supports independence, opportunity, and community participation.

- For many years, King County and the City of Seattle have partnered to support wheelchair accessible transportation and improve mobility throughout the region.

The For-Hire Transportation Market in King County



Taxicabs: Dispatched, apps, street hails, direct requests



TNCs - Transportation Network Companies: Uber, Lyft, connect riders through apps



WAV's - Wheelchair Accessible Vehicle

Wheelchair Accessible Transportation Today



79 Wheelchair Accessible Taxicabs



Primary source of WAV service

Transportation Network Companies (TNCs) often refer riders to WAV taxicabs

Peak demand often exceeds supply

Evening availability can be limited or not available

Why WAV Service Requires Support

- ✓ Privately owned
- ✓ Higher acquisition, conversion, maintenance and insurance costs
- ✓ Higher service costs, prioritize WAV trips, driver time, driver training
- ✓ Customers cannot be charged more because they require an accessible vehicle.

How Seattle & King County Support WAV Service

A Regional Partnership Supporting Accessibility

- Shared commitment to accessible transportation
- $0.10/Trip Fee (taxi and TNC trips)



- Joint support of the WAV reimbursement program
- Joint investment in coordinated dispatch

Current Challenges

- Separate dispatch systems – no (or limited) network connections
- Limited visibility of available WAVs
- Multiple calls may be required
- Inefficient WAV utilization and trip assignments

Today vs. Future State

Today: Multiple providers, multiple calls

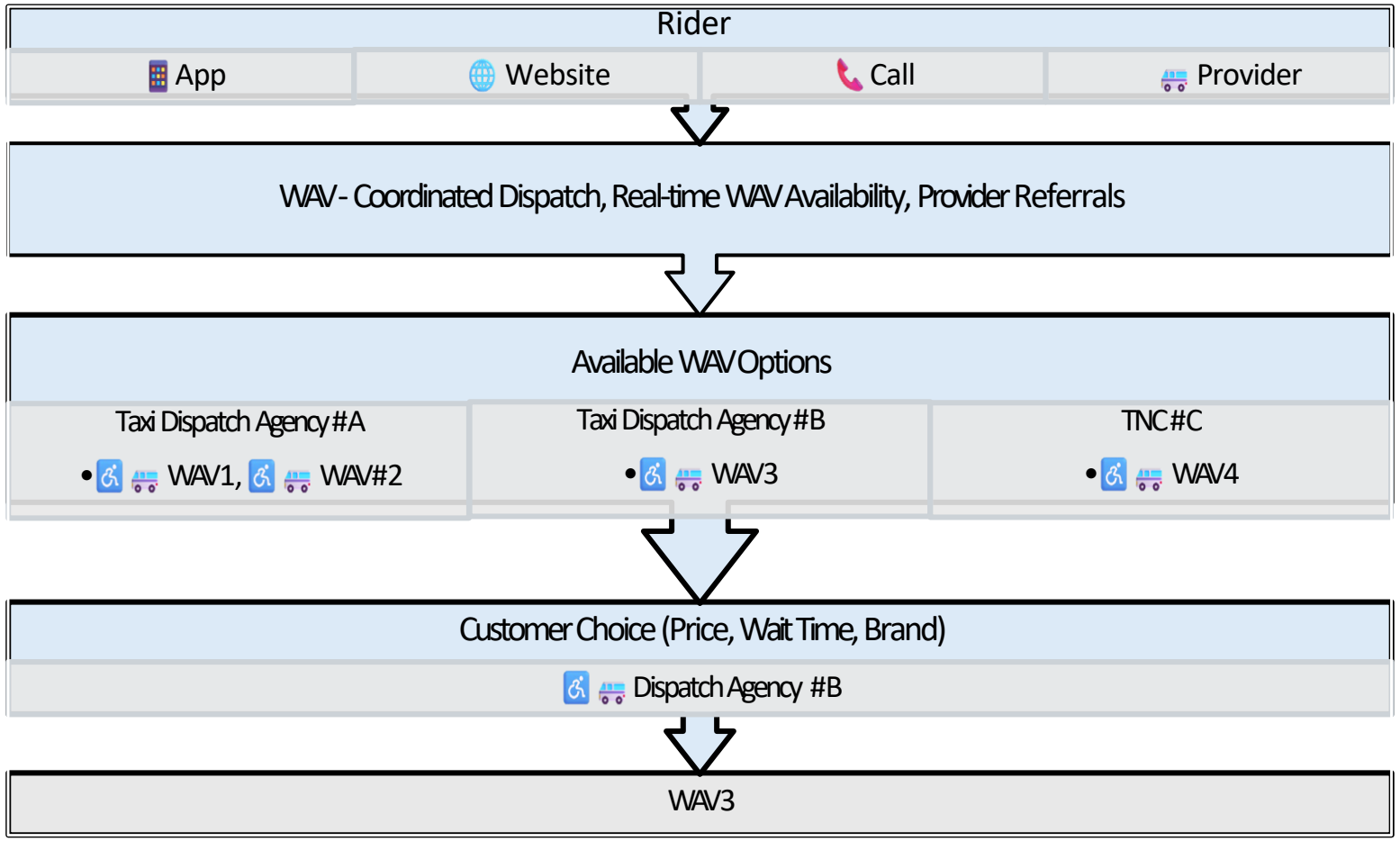
- ☎ Call Provider A
- ☎ Call Provider B
- ☎ Call Provider C
- ❓ Find Available WAV

Future: Multiple shared access points and regional visibility

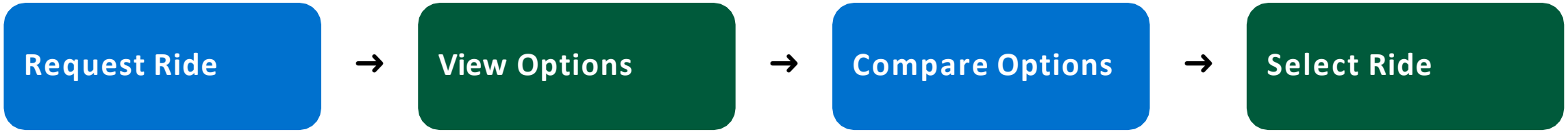
- ✅ One network
- ✅ Multiple access points
  - 📱 App
  - 🌐 Website
  - 📞 Number
  - 🚐📡 Transportation Provider
- ✅ Participating provider referrals
- ✅ Better visibility of available WAV service
- ✅ Improved rider experience

Introducing Coordinated Dispatch

Helping customers find service regardless of where they begin their search.



How It Works



Compare providers based on price, estimated wait time, and company preference.

Accessing the Service

Directly –

- 📱 Mobile App
- 🌐 Website
- 📞 Call Center

Indirectly –

- 🔗 Connected Service Provider

What the Service Does and Does Not Do

✅ Coordinated Dispatch for WAVs does:

- ✅ Supports on-demand trips
- ✅ Makes accessing a WAV easier
- ✅ Make dispatching and operating WAVs more efficient
- ✅ Connects service providers

❌ Coordinated dispatch for WAVs does <u>not:</u>

- 🚫 Replace Existing dispatch agencies
- 🚫 Replace Existing company brands
- 🚫 Prevent Direct provider relationships
- 🚫 Pre-scheduled ride reservations

For prescheduled rides and special requests, customers will continue to contact providers directly.

Technology Partner and Integration

iCabbi has been selected to configure and support the coordinated dispatch network.

Responsibilities include:

- Platform configuration
- Provider integration
- Dispatch system connectivity
- Connections with mobility and trip-planning platforms
- Local Call Center

Potential future connections include:

- Transit trip planning tools
- Hopelink Find-a-Ride

Expected Benefits

RIDERS

- Easier access
- Better visibility
- Better experience

PROVIDERS

- Better utilization
- Reduced deadhead travel
- Improved efficiency
- Improved customer service

REGION

- Better use of resources
- Understand unmet demand
- Better planning data
- More equitable access

Helping customers find service regardless of where they begin their search.

Closing Takeaway

Coordinated dispatch improves access today while helping us better understand and plan for tomorrow's mobility needs.

Connecting existing WAV resources can improve the rider experience, support providers, and strengthen equitable mobility throughout King County.

Sean Bouffiou, King County
Sean.Bouffiou@kingcounty.gov
206-263-2875

Partner Agency Briefings



















































King County
MOBILITY COALITION

Next KCMC Quarterly Meeting:

Tuesday, February 3rd, 2027

Zoom

Note for 2027: February and November meetings will be virtual (Zoom)

May and August meetings will be in person, location TBD

Lyn McCarthy - KCMC Program Supervisor

Emccarthy@hopelink.org

425-466-3442